***GAS HOUSE LANE SURGERY***

***Patient Participation Questionnaire***

***January 2012***

**ACTION PLAN 2012**

* To highlight customer service issues and to consider internal customer care training. This will be undertaken as part of our protected time training sessions (comment received from one participant that “reception and dispensary staff could be more welcoming” – others however contradicted this in that staff were described as being very helpful).
* To improve access to Practice Nurse Appointments (only 68% of those completing the survey found it easy to make an appointment with the Practice Nurse). The practice plans to train a member of staff to do blood tests. The member of staff will attend an external training course and will then receive an extended period of internal training and mentoring within the practice.
* To change our appointment system so that there is a wider availability of “urgent” appointments (both GP and Nurse Practitioner). (Comment from one member of the group that it was difficult to obtain an urgent appointment with a GP).
* GPs and Nurse Practitioner to offer patients a written plan summarising discussions regarding health problems were necessary or appropriate (17% of those completing the survey said that they would find it useful to have a written plan following their consultation. This will not be routinely offered as other participants said it was not necessary and would waste valuable GP time).
* Routinely offer annual Health Checks to carers (Comment from one member of the group said that this would be appreciated and feedback on this Action plan would suggest that others agreed).